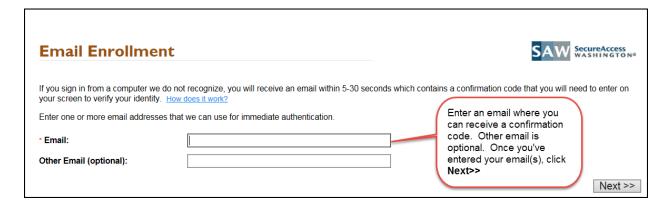
Effective October 17, 2016, all Washington Connection SAW account users will be required to enroll in Adaptive Authentication. This process takes just a couple of minutes and is required at initial set up or after account unlock requests.

# **Adaptive Authentication Enrollment**

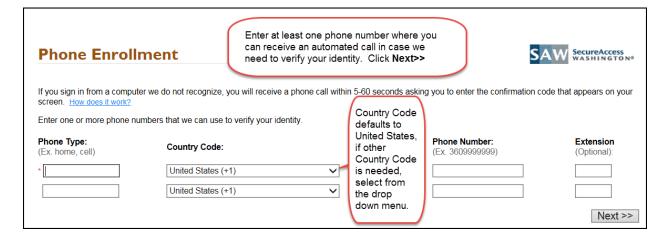
Adaptive Authentication Enrollment provides an additional layer of security that helps prevent unauthorized people from accessing your confidential information.

The enrollment process begins when you log into Washington Connection with your SAW ID. You will be asked to provide an email address, phone number and answer three challenge questions specific to you. These items can provide a means to identify you when you log in from a computer we don't recognize.

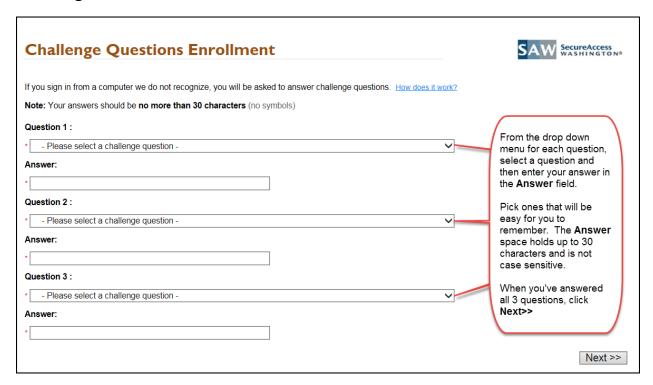
### **Email Enrollment:**



### **Phone Enrollment:**

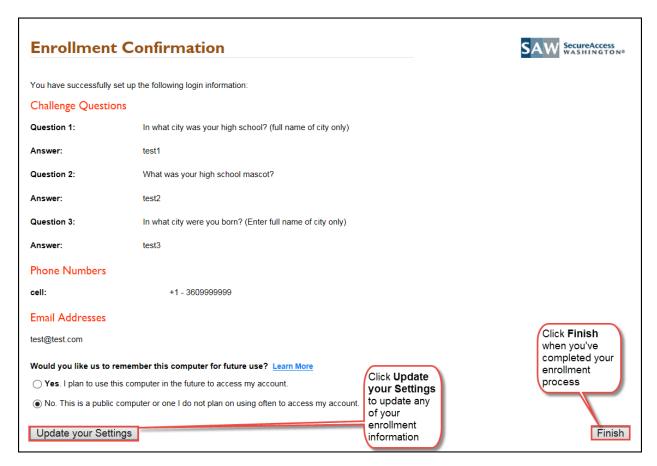


## **Challenge Questions Enrollment:**



Once you've provided the information for all three enrollment types (email, phone and challenge questions) you'll be directed to the **Enrollment Confirmation** page where you will have the opportunity to review and, if necessary, update the enrollment information entered.

The **Enrollment Confirmation** page provides a summary of your Adaptive Authentication enrollment information. You can change any of your enrollment information by clicking the **Update your Settings** button. This takes you back through the **Challenge Questions**, **Email** and **Phone Enrollment** pages and provides you the opportunity to change information if needed.



The **Enrollment Confirmation** page asks if you would like us to **Remember this Computer**. The answer to this question defaults to "No". We recommend that you don't change this default unless accessing your account from a personal or work computer that you use regularly.

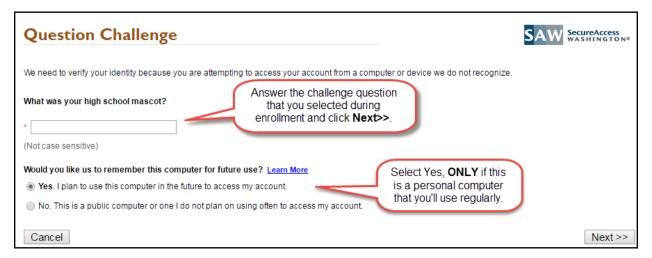
# **Identity Verification**

The Identity Verification page displays for users who have successfully logged into their Washington Connection SAW account and have completed Adaptive Authentication Enrollment.

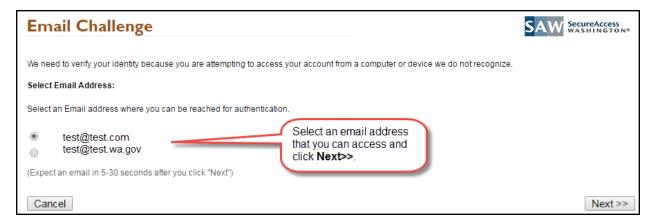
From this page you can choose what method you would like to use to verify your identity: Challenge Questions, Email or Phone.

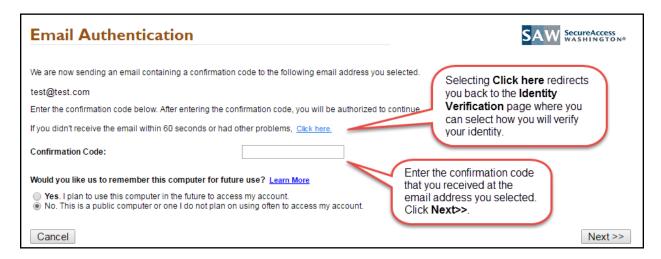


## **Question Challenge**



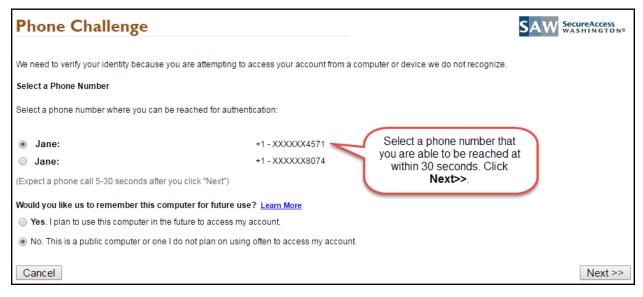
## **Email Challenge**





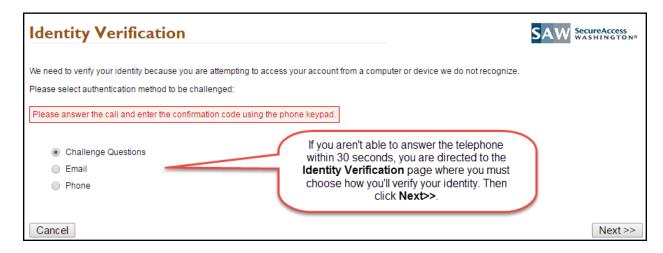
If you do not receive the email with your **Confirmation Code** within 60 seconds, check your Junk or Spam email folders.

# **Phone Challenge**





### **Phone Call Not Answered**



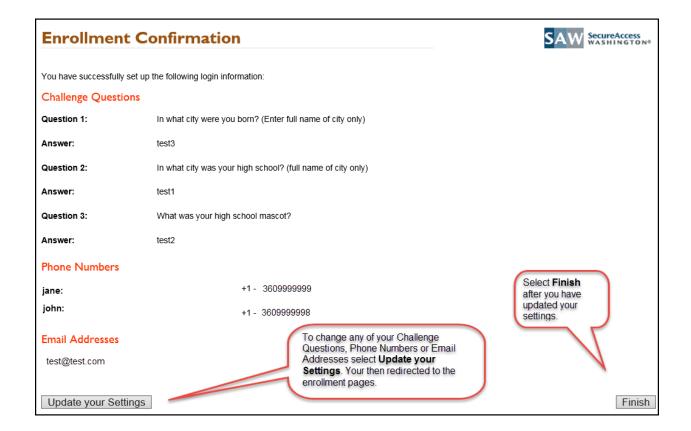
### **Authentication Success**



When your identity has been verified via telephone, email, or challenge questions you are directed to the **Authentication Success** page. Here you can choose to update your credentials or click **Finish** to be directed to the Washington Connection **Account Summary** page.

## **Update your Credentials**

When selecting Update your Credentials you are directed to the **Enrollment Confirmation** page. Here you can review your current identity verification options (challenge questions, phone, and email). To change you verification select **Update your Settings**.



### **Access Denied**

The **Access Denied** page appears when we are unable to verify your identity either through the email, phone or challenge question process.



On the **Access Denied** page, click the link provided to request that your account be unlocked. The link directs you to the **Contact Us/Feedback** page. Complete the fields and click **Send**. You should receive notification that your account was unlocked via email within 24 business hours to the email address associated to your SAW account.

